

**UNITED STATES COURT OF APPEALS
ELEVENTH CIRCUIT**

Position Title:	Information Technology Technician II
Opening Date:	September 29, 2015
Closing Date:	October 30, 2015 (or until filled)
Full Salary Range (CL 25):	\$40,443 - \$65,780

The United States Court of Appeals for the Eleventh Circuit is accepting applications for the position of **Information Technology Technician II**. The duty station will be in Atlanta, Georgia. Persons interested in applying for this position should submit a cover letter and resume highlighting knowledge, skills, experience and qualifications as they pertain to this position by **October 30, 2015 (or until filled)** to:

Cheryl Vessels
Human Resources Manager
Eleventh Circuit
United States Court of Appeals
56 Forsyth Street, NW
Atlanta, Georgia 30303

The selected candidate will be subject to a background check as a condition of employment.

Reimbursement for expenses associated with interview(s) and/or relocation is not available.

The Information Technology Technician will report to the PC Systems Manager with reviews conducted by the Assistant Circuit Executive for Information Technology. This position will perform end user support activities in chambers and all court units of the circuit court (local and remote locations in Alabama, Florida, and Georgia). The technician will provide help desk, technical, and end user support and will perform all automation support services necessary to assist local end users in the performance of their jobs. The work involves routine to moderately complex troubleshooting for hardware and software systems. This position will assist in preparing and maintaining documentation for local programs and processes.

DUTIES AND RESPONSIBILITIES: Duties performed by the Information Technology Technician include, but are not limited to: handle and log support calls on information technology (IT) help desk; perform routine hardware and software troubleshooting; assist with office and chambers moves, reconnecting equipment in new locations; provide support of user applications, such as: Microsoft Windows, Microsoft Office, WordPerfect, Adobe Acrobat, and Lotus Notes; determine and recommend computer software or hardware required to install new systems or applications, or alter existing systems/applications; setup, image and deploy computer hardware and software to all court units; load, install or assist in installation of hardware and peripheral components such as desktops, laptops, mobile devices, monitors, keyboards, printers, and disk drives; maintain computer security resources on all workstations, including anti-virus and firewall systems; work in advance of oral arguments with the courtroom deputy to ensure equipment or connectivity preparations have been completed in the courtroom(s) and sitting

Judge's chamber(s); prepare written instructions for users and IT staff which are clear and effective; train users in the use of computer hardware and software; provide manuals as needed; inspect personal computer equipment; coordinate the repair and/or replacement of computer equipment such as computers, desktop printers, Xerox multifunction printers, or fax machines; provide first level support for the operation, programming, and testing of the portable Video Conferencing equipment in addition to the audio/visual equipment in the court's multipurpose meetings rooms and courtrooms, including training of court staff; respond to day-to-day support needs of courthouse audio/visual systems, including installation, support, maintenance, troubleshooting, and repair; assist with videoconferencing and teleconferencing, as required; carry a court-issued cell phone and be available to respond to customer issues; participate in after-hour duty phone support when scheduled; travel within the Eleventh Circuit (Alabama, Florida, Georgia) and to remote sites as needed to provide automation support.

REQUIRED QUALIFICATIONS: A minimum of two years of experience with troubleshooting, repair and installation of automation hardware and software, including at least one year equivalent to work at CL 24 level. Ability to travel as needed. Ability to lift and move equipment up to 50 pounds is required. Applicant must be a United States citizen or eligible to work for the federal government.

PREFERRED QUALIFICATIONS AND SKILLS:

- ▶ Thorough knowledge of computer processes and hardware/software capabilities, including desktop operating systems and common desktop applications.
- ▶ Knowledge of and skill in using current information technology applications
- ▶ Knowledge of word processing software and ability to adapt it to local needs.
- ▶ Familiarity with WordPerfect and Microsoft Office products: Word, Excel, PowerPoint, Publisher.
- ▶ Skill and ability to perform routine software and hardware maintenance and troubleshooting.
- ▶ Skill in training and/or instructing court personnel in relevant hardware and software programs.
- ▶ Ability to build and maintain hardware images and build anti-virus and other security concerns on the desktop.
- ▶ Ability to communicate technical information effectively (orally and in writing) to end users.
- ▶ Excellent organizational, verbal and written communication skills. Many user interactions are with remote users with varying technological skills.
- ▶ Ability to lift at least 50lbs.
- ▶ Ability to work independently and/or with minimal supervision.
- ▶ Ability to exercise good judgment regarding proper business attire.
- ▶ Ability to comply with the *Code of Conduct for Judiciary Employees* and court confidentiality requirements.

SPECIALIZED EXPERIENCE: Progressively responsible experience that involved the repair and installation of automation hardware and software.

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EMPLOYEE BENEFITS

Employees of the United States Courts are entitled to the same benefits as other federal government employees. They are not part of the Civil Service system, however. Some of the benefits of federal service are:

PAID VACATIONS	From 13 to 26 days per year depending on length of federal service.
PAID HOLIDAYS	10 days per year
SICK LEAVE	13 days per year
HEALTH INSURANCE	Employees may participate in the Federal Employees Health Benefits Program (FEHBP), and may choose from plans provided by several insurers. The government contributes up to 75% of the premium, depending on the plan selected.
DENTAL/VISION INSURANCE	Employees may participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP), which is a supplemental insurance program. Premiums are paid in full by the employee, however, the premium is deducted on a pre-tax basis.
LIFE INSURANCE	Employees may participate in the Federal Employees Group Life Insurance Program (FEGLI).
FLEXIBLE BENEFITS	Employees may participate in the Federal Judiciary Flexible Benefits Program which includes (1) a Premium Payment Plan which offers employees the choice of having health insurance premiums deducted from their pay either pre-taxes or after-taxes, and (2) a Flexible Spending Account which allows employees to set aside pre-tax money to cover certain health care and dependent care expenses.
LONG-TERM CARE INSURANCE	Employees may participate in the Federal Judiciary Group Long-Term Care Program which covers such benefits as community based care, nursing home care, hospice care and caregiver benefit. Spouses, parents, parents-in-law, grandparents, and grandparents-in-law are also eligible.
WITHIN-LEVEL SALARY INCREASES	Within each salary classification level there are 61 "steps." Based upon performance, employees within the Developmental Range (steps 1-24) are eligible for step increases every 13 pay periods and employees within the Full Performance Range (steps 25-61) are eligible for step increases annually.
TIME IN SERVICE	Time in service with other federal agencies and prior military service is credited for the purpose of computing employee leave and retirement benefits.
RETIREMENT	Newly-hired employees contribute 12.05% of their salary toward a retirement plan under the Federal Employees Retirement System, to which the government also contributes. Of that 12.05%, 6.2% goes to social security, 1.45% goes to Medicare, and 4.4% goes to the FERS Basic Benefit Plan. Employees may also participate in a voluntary tax-deferred Thrift Savings Plan [similar to "401(k)" plans]. Benefits are generally available upon retirement at age 60 with 20 years of service or at an earlier age with 30 years of service. Reduced benefits may be available with fewer years of service. Specific details are available upon request.

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